



**THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF INDUSTRIAL ACCIDENTS**

**600 WASHINGTON STREET, 7TH FLOOR
BOSTON, MA 02111**

Mitt Romney
Governor

Kerry Healey
Lieutenant Governor

Jane C. Edmonds
Director, Workforce Development

Angelo R. Buonopane
Commissioner

ADVISORY MEMORANDUM

TO: ALL MASSACHUSETTS APPROVED UR AGENTS

FROM: CATHERINE FARNAM, DIRECTOR OFFICE OF HEALTH POLICY

DATE: OCTOBER 31, 2002

RE: REQUIRED REVISION TO INTRODUCTORY LETTER - EXHIBIT K

This memo is to advise all UR Agents that Office of Health Policy is requiring the following paragraph be included in the body of all mandated introductory letter to injured workers in accordance with 452 CMR 6.00 *et seq.*

If at any time an injured employee, ordering provider, or employee representative believes the utilization review agent's conduct to be in violation of the Code of Massachusetts Regulations, 452 CMR 6:00 *et seq.* a complaint may be filed with the Department of Industrial Accidents by contacting the Department by phone at (617)727-4900 x438 and requesting a UR agent complaint form (133A). A copy of this form is posted on the Department's website at www.dia.state.ma.us.

The Department is requesting that you submit a revised copy of your company's introductory letter for review on/or before December 17, 2002. Please be advised that failure to comply with this mandate may jeopardize your continued status as an approved UR Agent for the state of Massachusetts.

cc: correspondence file